

# FOCUS

*The Quarterly Newsletter for Physician Office Staff*

Route to:

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## Influenza Vaccination

**INFLUENZA** can be prevented with a safe, effective vaccine. The trivalent influenza vaccine prepared for the 1999/2000 season will include A/Beijing/262/95-like (H1N1), A/Sydney/ 5/97-like (H3N2), and the B/Yamanashi/166/98 strain.

**INFLUENZA VACCINE** is strongly recommended for persons at high risk for complications of influenza as well as healthcare workers (physicians, nurses, personnel in hospital, outpatient and long term care facilities) and household members (including children) in close contact with persons in high risk categories.

### High Risk Persons

- All persons 65 years of age or older (represent >90% of all flu deaths)
- Persons >6 months of age with chronic illness

Pulmonary

Cardiovascular

Metabolic disease (including diabetes mellitus)

Renal dysfunction

Hemoglobinopathies

Immunosuppression (including immunosuppression caused by medications)

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- Residents of long term care facilities
- Persons 6 months to 18 years receiving chronic aspirin therapy (due to risk of developing Reye Syndrome after influenza)
- Women who will be in the second or third trimester of pregnancy during the influenza season

The National Immunization Program (NIP) has a wealth of information available to aid the clinician and their staff in patient education. Vaccine Safety sheets for a number of vaccines are currently available, some of which are appropriate for public distribution while others are more technical and targeted specifically to the clinician. Materials can be ordered by phone, fax or the Internet.

CDC National Immunization Information

Hotline:

1-800-232-2522

Website: [www.cdc.gov/nip](http://www.cdc.gov/nip)

E-mail: [nipinfo@cdc.gov](mailto:nipinfo@cdc.gov)

### Are You Who We Think You Are?

It's time to update our Office Manager records. Please take a moment to let us know if we are sending *FOCUS* to the appropriate individual. Check the label on the back of this newsletter. If the name, title, practice name, or address is incorrect, please call Janet M. Seifert in Physician Relations at (610) 402-8590 to correct our records. Thank you for your assistance.

## Medical Staff Services Relocates

On October 25, both offices of Medical Staff Services relocated to a new suite located on the first floor of the Jaindl Family Pavilion, adjacent to the Medical Staff Lounge. All department and individual telephone numbers remain the same.

Listed below are members of the staff along with phone numbers:

### Medical Staff Services, Administration - (610) 402-8980; Fax (610) 402-8938

- John W. Hart, Vice President - (610) 402-8980
- David M. Caccese, MD, President, Medical Staff - (610) 402-8630
- Beth Martin, Executive Secretary - (610) 402-8980
- Janet M. Seifert, Physician Relations Representative - (610) 402-8590

### Medical Staff Services, Credentialing - (610) 402-8900; Fax (610) 402-8926

- Rita M. Mest, Director, Medical Staff Services - (610) 402-8975
- Karen L. Fox, Credentialing Coordinator - (610) 402-8957
- Kathy Schaeffer, Credentialing Coordinator - (610) 402-7846

Also, a second entrance and a new, larger coatroom have been added to the Medical Staff Lounge on the first floor at Cedar Crest & I-78.



## News from Information Services

- The software that provides computer access to PHAMIS Lastword, e-mail, and other network applications from physicians' home, laptop, and office computers is NOT completely Y2K compliant. However, Information Services is able to update the software that will continue to allow you to connect to the hospital (LVHNET) next year. The new software requires Windows 95 or 98 or NT as a minimum operating system on your PC. The actual time required to do the upgrade is less than 30 minutes.

What will you get with this update? LVHNET will look somewhat different but give you access to the same systems (PHAMIS, e-mail, etc.) and some others that were not accessible previously, such as IMNET and the Intranet.

To arrange for your systems to be upgraded, please call Bev Peters in Information Services at (610) 402-1453.

- The I/S Customer Service Department is continually striving to improve service. On September 27, a change was made to the automated attendant when calling (610) 402-8303. Physicians and their office staff should select Option #1 (Clin 1 Team) unless the question/issue is IDX related.

For your information, following is a sample of the Customer Service Initiative Information Card with a list of the new selections.

### I/S

#### Customer Service Initiative Information Card

To reach your Team for assistance, dial the help line at (610) 402-8303 and you will be given the following options:  
Press 1 for the Clin1 Team  
Press 2 for IDX and related systems  
Press 3 for the Clin2 Team  
Press 4 for the Admin Team  
Press 5 Office Automation Issues  
Press 6 for the Vteam  
Press 7 for any Problems not covered

## MD Consult

The Center for Educational Development and Support has arranged for Lehigh Valley Hospital and Muhlenberg Hospital Center physicians and staff to access **MD Consult**, a comprehensive on-line medical information service. MD Consult is a continuously updated tool designed to help you answer clinical questions and stay up-to-date in medicine -- efficiently.

MD Consult is available through a link from the LVH Intranet. (Select "Clinical" from the Resources dropdown menu.) If you have dial-up access to the LVH network, you can dial into the hospital and then launch your Web browser to access MD Consult.

If you have any questions regarding MD Consult, please contact Dean Shaffer at (610) 402-0055 or Ina Ashford at (610) 402-1425.

## A Call for Patients with Chronic Conditions

Lehigh Valley Hospital and Health Network is implementing a new educational program for persons with chronic conditions such as arthritis, asthma, back pain, congestive heart failure, diabetes, fibromyalgia, hypertension, lupus, kidney failure, migraine headache, and stroke. The program focuses on the development of self-management skills and increased self-efficacy. Research on the program from Stanford has demonstrated improved health outcomes as well as decreased hospitalization for participants who have completed the program.

The program is six weeks long, two and one-half hours per week. Patients are invited to participate in the program only with a referral from a physician. Patients who meet the following criteria are eligible to participate in the program:

- At least one chronic health condition
- At least three encounters which required an Emergency Department visit and/or admission to the hospital
- Reliable transportation
- Adequate mental function (no dementia)

To refer a patient or for more information about the program, please contact Wendy Robb, RN, MSN, CCRN, Chronic Disease Coordinator, at (610) 402-5015.

## Upcoming Educational Opportunities

To help your practice stay in touch with new and upcoming changes in healthcare, Lehigh Valley Physicians' Business Services is offering a collection of programs for physicians and office staff.

Hot Topics in Human Resources will be presented on November 16, from Noon to 4 p.m., in Classroom 3 at Lehigh Valley Hospital, Cedar Crest & I-78.

Topics to be discussed include:

- Sexual Harassment
- EOEC Regulations
- Pre-placement Physicals
- Termination Issues
- Wage and Overtime Laws
- Exempt vs. Hourly Employees

This course is targeted toward physicians and key staff members. The cost is \$100 (\$75 each additional person from same practice). Lunch will be served.

**Basic Billing-Part I** will be presented November 18, from 9 a.m. to Noon in Banko Building Room #3 on the Muhlenberg Hospital Center campus, and on November 19, from 9 a.m. to Noon, in the First Floor Conference Room at 2166 S. 12<sup>th</sup> Street, Allentown.

Topics of the course will include:

- The basics of billing for professional fees
- The role of the Front Desk People
- What are CPT-4 Codes?

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- What are E & M Codes?
- What are ICD-9 Codes?
- What are the components of an office medical record?
- What else do you need to learn?

**Basic Billing-Part II** will be presented November 18, from 1 to 3:30 p.m. in Banko Building Room #3 on the Muhlenberg Hospital Center campus, and on November 19, from 1 to 3:30 p.m., in the First Floor Conference Room at 2166 S. 12<sup>th</sup> Street, Allentown.

Topics of this course will include:

- Levels of E & M Codes
- Office Visits
- Consultations
- Hospital Visits
- Critical Care
- Prolonged Care
- ER Visits
- Nursing Home Visits
- Introduction to Bundling and Modifiers

This is an introductory course for new billing office employees or front office employees who want to learn the basics of billing. Basic knowledge of medical terminology is required. Each session will be limited to 12 attendees.

The cost is \$100 for Part I AND II (\$75 for each additional person from the same practice) or \$75 for Part I OR Part II (\$50 for each additional person from the same practice).

**Documentation, Coding and Auditing for Physicians** will be presented on December 7, from 6:30 to 8:30 p.m., in Classroom 1 at Lehigh Valley Hospital, Cedar Crest & I-78, and December 14, from 6:30 to 8:30 p.m., in Banko Building Room #1 on the Muhlenberg Hospital Center campus.

Topics to be discussed include:

- Comparison of 1995, 1997 and proposed Year 2000 rules
- Basic documentation requirements for physical examinations
- Code use frequency
- E & M auditing
- Conduct an audit on your progress notes!

The cost is \$100 per person and includes a light dinner. Physician CME credit is available.

**Documentation, Coding and Auditing for Experienced Medical Billers/Administrators** will be presented January 4, from 9 a.m. to 4 p.m., in Conference Room 1B of the John and Dorothy Morgan Cancer Center at Lehigh Valley Hospital, and on January 11, from 10 a.m. to 5 p.m., in Banko Building Room #3 on the Muhlenberg Hospital Center campus.

Topics will include:

- Proposed Year 2000 rule changes
- The components of a physical examination
- Documentation of the examination
- Coding based on documentation
- Code corrections
- Inquiries from Medicare and insurers
- Practice in auditing charts according to HCFA rules

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Attendees should have a good working knowledge of medical terminology, CPT-4 Coding, ICD-9 Coding, and billing experience.

The cost is \$150 per attendee with lunch provided. Class size is limited.

**Coding/Audit Practice Classes** (by specialty) will be held during the month of January at Lehigh Valley Hospital, Cedar Crest & I-78, as follows:

**Family Practice/Pediatrics** - January 6, from 1:30 to 4:30 p.m., in Classroom 1.

**Internal Medicine** - January 13, from 9 a.m. to Noon, in Classroom 2.

**Surgical Specialties** - January 18, from 1:30 to 4:30 p.m., in Classroom 1A of the John and Dorothy Morgan Cancer Center

**Non-Surgical Specialties** - January 20, from 1:30 to 4:30 p.m., in Classroom 2.

Classes will include:

- Comparison of 1995, 1997, and proposed 2000 rules
- Coding/audit practice
- Focus on E & M codes

Each course participant may choose a maximum of three patient encounters he/she would like to code during the session. Please have the progress notes typed. After removing all identifying information, fax all pertinent chart information, including H & P, labs, etc., to Lehigh Valley Physician Business Services at (610) 317-4444.

The class is appropriate for administrators, office managers, coders, and physicians.

The cost is \$100 for the first participant and \$50 for each additional participant from the same practice. Refreshments will be served.

For more information regarding any of the above listed courses, please contact Lehigh Valley Physician Business Services at (610) 317-4440.

## Who's New

**Eileen Forcina, Office Manager**  
LVPG-Maternal Fetal Medicine

Robert O. Atlas, MD

James Balducci, MD

Orion A. Rust, MD

Lehigh Valley Hospital

17<sup>th</sup> & Chew, P.O. Box 7017

Allentown, PA 18105-7017

(610) 402-9596 ♦ Fax: (610) 402-9598

**Sheila Kleckner, Office Manager**

Peter J. Cochrane, MD

744 Ostrum Street

Bethlehem, PA 18015-1120

(610) 865-1910 ♦ Fax: (610) 865-9176

**Susan Ross, Office Manager**

Emmaus Medical Associates Inc.

David G. Clymer, MD

Theodore W. Eastland, MD

Paul J. Lynott, MD

111 E. Harrison Street

Emmaus, PA 18049-2997

(610) 967-4147 ♦ Fax: (610) 965-3837



## For the Calendar

The next General Medical Staff meeting will be held on Monday, December 13, beginning at 6 p.m., in the Auditorium of Lehigh Valley Hospital, Cedar Crest & I-78.

The General Medical Staff meetings for the Year 2000 will be held, beginning at 6 p.m., on the following dates:

- March 13
- June 12
- September 11
- December 11

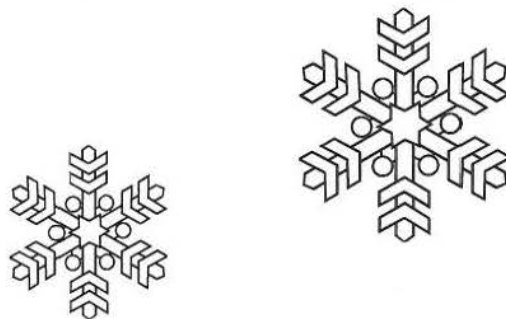
Due to lack of room availability at Muhlenberg Hospital Center, all meetings will be held in the Auditorium of Lehigh Valley Hospital, Cedar Crest & I-78.



The Greater Lehigh Valley Independent Practice Association (GLVIPA) Annual Membership meeting is scheduled for Monday, January 24, 2000, beginning at 6 p.m., in the Auditorium at Lehigh Valley Hospital, Cedar Crest & I-78.

GLVIPA General Membership meetings for the Year 2000 will be held in the Auditorium of Lehigh Valley Hospital, Cedar Crest & I-78, beginning at 6 p.m., on the following dates:

- Tuesday, March 21
- Monday, June 26
- Tuesday, September 26
- Monday, December 18



# *Happy Holidays!*



**LEHIGH VALLEY**

HOSPITAL AND  
HEALTH NETWORK

Cedar Crest & I-78  
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Allentown, PA 18105-1556

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## ***FOCUS***

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***FOCUS*** is published quarterly for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by January 15, 2000, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556.

For more information, please call Janet at (610) 402-8590.